

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  IL6015101	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  04/05/2017
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NAME OF PROVIDER OR SUPPLIER  ARDEN COURTS OF NORTHBROOK	STREET ADDRESS, CITY, STATE, ZIP CODE 3240 MILWAUKEE AVENUE NORTHBROOK, IL 60062
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S 000	Initial Comments  Annual Licensure Survey	S 000		
S9999	Final Observations  Statement of Licensure Violations  330.790 a)c)1)4) Section 330.790 Infection Control a) Policies and procedures for investigating, controlling, and preventing infections in the facility shall be established and followed. The policies and procedures shall be consistent with and include the requirements of the Control of Communicable Diseases Code (77 Ill. Adm. Code 690) and Control of Sexually Transmissible Diseases Code (77 Ill. Adm. Code 693). Activities shall be monitored to ensure that these policies and procedures are followed. c) Depending on the services provided by the facility, each facility shall adhere to the following guidelines of the Center for Infectious Diseases, Centers for Disease Control and Prevention, United States Public Health Service, Department of Health and Human Services, as applicable (see Section 330.340): 1) Guideline for Hand Hygiene in Health-Care Settings  This regulation was not met as evidenced by:  Based on observation, interview and record review, the facility failed to follow its infection control practices in the area of re-gloving used gloves and not performing hand hygiene before and after removing gloves while serving the residents in the dining area.	S9999		

**Attachment A**  
**Statement of Licensure Violations**

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>This applies to all 12 residents (R1, R2, R11, R13 through R21) reviewed for infection control and dining experience in the Garden Unit.</p> <p>The findings include:</p> <p>(1). The On April 4, 2017 at 12:10pm, E5 (caregiver) was serving lunch to the residents. E5 was observed wearing a pair of gloves, took off the glove on the right hand, laid the used glove on the counter, opened the cabinet drawer behind her and brought out a fork. E5 put the fork in the container of pineapple slices on the steam table. E5 then picked up the soiled glove she had laid on the counter and put it back on her right hand. E5 continued to plate the resident's meals without changing the gloves or performing hand hygiene.</p> <p>(2). On April 4, 2017 at 12:12pm, E5, while plating the meals for the residents, took off both gloves, put the gloves on the counter, turned around to get a box of gloves and laid the box on the same counter where she placed the soiled gloves. E5 then regloved using the same soiled gloves and continued plating meals for the residents.</p> <p>(3). On April 4, 2017 at 12:19pm, E5 removed her gloves, dumped the gloves in the garbage, opened the refrigerator, pulled out a loaf of bread, laid it on the counter, opened the wrapping of the bread loaf and then washed her hands.</p> <p>On April 4, 2017 at 12:20pm, E5 stated she should have changed the gloves instead of reusing them and washed her hands.</p> <p>Review of facility's policy titled Hand Hygiene dated May 2013 showed "Consistent practice of good hand hygiene procedures reduces healthcare associated infections by preventing</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>the spread of microorganisms..situations that require hand hygiene include: before applying gloves; after removing gloves.</p> <p>Review of facility's policy titled Personal Protective Equipment-Gloves dated May 2013 showed "Wash hands or use waterless hand sanitizer after removal of gloves; discard disposable gloves after use".</p> <p style="text-align: center;">(B)</p> <p>Section 330.1950 Meal Planning</p> <p>Each resident shall be served food to meet the resident's needs and to meet physician's orders. The facility shall use this Section to plan menus and purchase food in accordance with the following Recommended Dietary Allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences.</p> <p>b) Meat Group: A total of 6 ounces (by weight) of good quality protein to provide 38 to 42 grams of protein daily. To ensure variety, food items repeated within the same day shall not be counted as meeting a required serving. The following are examples of one serving:</p> <p>1) Three ounces (excluding bone, fat and breading) of any cooked meat such as whole or ground beef, veal, pork or lamb; poultry; organ meats such as liver, heart, kidney; prepared luncheon meats.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observations, interviews and record reviews the facility failed to follow the menu spread sheet and serve the correct portion size</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>for the protein items on the menu for residents on mechanical soft diets.</p> <p>This applies to 2 of 5 residents (R4, R5) in the sample and 7 residents (R6-R12) in the supplemental sample.</p> <p>The findings include:</p> <p>The facility provided a resident roster on April 4, 2017 that listed R4, R5, R6, R7, R8, R9, R10, R11 and R12 as having orders for a mechanical soft diet.</p> <p>On April 4, 2017 at 9:42 AM, 4 plates of portioned out (9 portions in total) mechanical soft chicken a la king was observed on the prep station in the kitchen. E3 (food service coordinator) stated that there were 9 residents on mechanical soft diets in the facility and each plate was going to the 4 different units in the facility for the lunch meal. E3 stated that each portion was served using one #8 scoop (4 oz). One portion appeared less that 4 oz portion. E4 (cook) stated that the chicken a la king mixture (consisting of diced chicken, red peppers, mushroom) had just been ground by E3 in a blender. E4 then covered the plated mechanical soft portions and put it in the cooler and stated that he is going to heat it up in the steamer before lunch service.</p> <p>On April 4, 2017 at 11:15 AM, E4 took the plated mechanical soft portions out of the cooler and heated it to 172 degrees Fahrenheit and send it in a holding cart to each unit.</p> <p>On April 4, 2017 at 2:40 PM, E4 was observed preparing the mechanically ground Salisbury steak for the dinner meal. E4 put 2 (2 oz portion/steak) pieces of Salisbury steak in the</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>blender along with 4 ladels (about four ounces per ladel) of chicken a la king mixture leftovers from lunch into a blender. E4 stated that he was directed to do so by E3 (Food Service Coordinator) to keep the final product moist. E4 stated that he just started working at the facility two days ago and does not follow recipes and prepares the food based on E3's direction. E4 then used a #16 scoop (2-2 1/4 oz) and portioned out 9 scoops into four plates and covered it and put it away in the cooler stating that it was ready for service. E4 stated that he was going to reheat it to above 165 degrees Fahrenheit before sending it to the 4 units for dinner.</p> <p>On April 5, 2017 at 10:15 AM, E3 stated that they should have used two #8 scoops instead of one #8 scoop when chicken a la king was served for mechanical soft diets. E3 stated "it was my mistake". E3 also stated that the Salisbury steak should not have been mixed with the chicken a la king mixture during meal prep of mechanical soft diets for dinner.</p> <p>On April 5, 2017 at 10:35 AM, E6 (associate vice president of clinical services) stated that the facility should follow the menu spreadsheet portion sizes to get the protein portions for the day.</p> <p>Facility "diet spread sheet" for week 2 Day 10, lunch showed that mechanical soft diets should get two #8 scoops (4 oz each scoop). The same spreadsheet for the dinner meal showed that mechanical soft diets should get one #12 scoop (2 1/2-3 oz each scoop).</p> <p>Facility Procedure titled "menu planning and nutritional adequacy" (revised June 2013) showed "Menus are written to meet the RDA's. Menus</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>consist of three meals which include: Meat (or other protein foods) 6 ounces in Illinois and Florida.</p> <p>Facility Policy titled "recipes-standardized" (revised June 2013) showed "Standardized recipes are followed to provide consistent quality, yield, nutritional content and cost.</p> <p>Facility Policy /Procedure titled "consistency modified foods" (revised June 2013) showed "the recipes for meat entrees have instructions for preparation of ground meats similar to the following: for diets requiring ground meat, place required number of servings in the food processor. Process meat to ground consistency. Add just enough gravy, sauce or other item such as mayonnaise to the ground meat to moisten and hold the meat together. Serve using # scoop.</p> <p style="text-align: center;">(B)</p> <p>Section 330.1990 Food Preparation and Service</p> <p>a) Foods shall be prepared by appropriate methods that will conserve their nutritive value, enhance their flavor and appearance. They shall be prepared according to standardized recipes and a file of such recipes shall be available for the cook's use.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observations, interviews and record review the facility failed to follow standardized recipes when preparing mechanical soft diets.</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>This applies to 2 of 5 residents (R4, R5) in the sample and 7 residents (R6-R12) in the supplemental sample.</p> <p>The findings include:</p> <p>The facility provided a resident roster on April 4, 2017 that listed R4, R5, R6, R7, R8, R9, R10, R11 and R12 as having orders for a mechanical soft diet.</p> <p>On April 4, 2017 at 2:40 PM, E4 (cook) was observed preparing the mechanically ground Salisbury steak for the dinner meal. E4 put 2 (2 oz portion/steak) pieces of Salisbury steak in the blender along with 4 spoons (about four ounces) of chicken a la king mixture leftovers from lunch into a blender. E4 stated that he was directed to do so by E3 (Food Service Coordinator) to keep the final product moist.. E4 stated that he just started working at the facility two days ago and does not follow recipes and prepares the food based on E3's direction. E4 then used a #16 scoop (2-2 1/4 oz) and portioned out 9 scoops into four plates and covered it and put it away in the cooler stating that it was ready for service. E4 stated that he was going to reheat it to above 165 degrees Fahrenheit before sending it to the 4 units for dinner.</p> <p>On April 5, 2017 at 10:15 AM, E3 (food service coordinator) stated that the Salisbury steak should not have been mixed with the chicken a la king mixture during meal prep of mechanical soft diets for dinner. E3 stated "maybe could have added some of it (the chicken a la king mixture) to make it moist." E3 was cautioned that adding additional items to the product can alter the final content in nutrition.</p>	S9999			

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S9999	<p>Continued From page 7</p> <p>Facility Policy titled "recipes-standardized" (revised June 2013) showed "Standardized recipes are followed to provide consistent quality, yield, nutritional content and cost.</p> <p>Facility Policy /Procedure titled "consistency modified foods" (revised June 2013) showed "the recipes for meat entrees have instructions for preparation of ground meats similar to the following: " for diets requiring ground meat, place required number of servings in the food processor. Process meat to ground consistency. Add just enough gravy, sauce or other item such as mayonnaise to the ground meat to moisten and hold the meat together. Serve using # scoop."</p> <p>On April 5, 2017 at 10:35 AM, E6 (associate vice president of clinical services) stated that the facility should follow the menu spreadsheet portion sizes and standardized recipes to get the protein portions for the day.</p> <p style="text-align: center;">(AW)</p> <p>Section 330.1940 Diet Orders</p> <p>f) A therapeutic diet means a diet ordered by the physician as part of a treatment for a disease or clinical condition, to eliminate or decrease certain substances in the diet (e.g., sodium) or to increase certain substances in the diet (e.g., potassium), or to provide food in a form that the resident is able to eat (e.g., mechanically altered diet).</p> <p>This REQUIREMENT is not met as evidenced by:</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>Based on observations, interviews and record review the facility failed to follow mechanical soft diet guidelines and served whole pineapple slices to the residents on mechanical soft diets.</p> <p>This applies to 1 of 5 residents (R4) in the sample and 4 residents (R8-R11) in the supplemental sample.</p> <p>The findings include:</p> <p>The facility provided a resident roster on April 4, 2017 that listed R4, R8, R9, R10, and R11 as having orders for a mechanical soft diet.</p> <p>On April 4, 2017 between at 12:10 and 12:30 PM, the lunch meal service was observed in the cottage and garden path units of the facility. R4, R8-R11 received mechanical soft diets and were plated whole pineapple slices as garnish by E7 and E5 (care givers) in each unit respectively.</p> <p>On April 4, 2017 at 10:35 AM, E6 (associate vice president of clinical services) stated that the mechanical soft diets should not be served whole pineapple slices.</p> <p>On April 4, 2017 at 12:32 PM, E3 (food service coordinator) stated that the residents on mechanical soft diets were served whole slices of canned pineapple instead of parsley as garnish as the residents on mechanical soft will choke on parsley.</p> <p>Facility menu spreadsheet for week 2, day 10 showed not to serve parsley sprig as garnish for mechanical soft diets. No alternate garnish was indicated for mechanical soft diets.</p> <p>Facility Diet Manual titled "mechanical soft diet</p>	S9999		
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S9999	Continued From page 9  guidelines: foods allowed, modified, omitted (dated January 2013) showed to "omit entirely: Canned pineapple chunks, canned pineapple tidbits..."  (B)	S9999		